

# THE WILBERFORCE SURGERY



## WILBERFORCE HEALTH CENTRE

**6-10 STORY STREET  
HULL  
HU1 3SA**

Your free information guide to  
The Wilberforce Surgery

**Telephone:** 01482 344265, **Fax** 01482 344273

**Repeat Prescriptions:** 01482 344266

**Email** [HULLCCG.B81032@nhs.net](mailto:HULLCCG.B81032@nhs.net)

# **Welcome to the surgery**

## **DOCTORS**

Dr F Grada (male)

Dr F Thoufееq (female)

**Nurse Karen Rawcliffe**

**HCA Maria Berry**

## **Attached Staff**

Counsellors

District Nurse

Health Visitor

Substance Misuse worker

## **Reception hours**

The Surgery is open Monday to Friday  
from 8:00am to 6:30pm.

## **Surgery Times**

Mondays: 9:30am—12:00pm  
2:00pm—4:30pm

Tuesdays: 9:30am—12:00pm  
2:30pm—5:00pm

Wednesdays: 9:00am - 1:00pm

Thursdays: 9:00am—11:30pm  
2:00pm— 4:30pm

Fridays 9:00am—11:30am  
2:00pm— 4:30pm

## **Nursing Clinics**

Nurse Monday-Wednesday 9am-3pm

HCA Clinics Friday 9am-2pm

## **Appointments**

Appointments can be made either by calling personally or telephoning the surgery. For routine appointments please call the receptionist as far in advance as possible to enable us to offer you an appointment of your choice. Please let us know as soon as possible if you cannot keep your appointment, wasted appointments mean a longer wait for others. Late arrivals may be asked to rebook appointment or may have a considerable wait this will be at doctors discretion. If you need to be seen urgently tell the Receptionist the outline of your problem so you can be fitted in appropriately, Same day appointments patient's are advised to call at 8am. We also have online self booking—ask Reception regarding this.

## **Home Visits**

Patients whose illness prevents them from visiting the surgery can be visited in their own homes. Requests for call should be made between 8:00am and 10:00am. Please be ready to give the Receptionist your name, address, telephone number, age and brief details of what is wrong. Please remember that the Doctor can see several people in the surgery in the time it takes to do a home visit with the added benefit of instruments for investigation at hand

## **Repeat Prescriptions**

These can be requested by using our repeat prescription line on 344266 (Mon—Fri between 9am and 6pm) or by bringing your repeat slip to the surgery. Your prescription will be ready within 48 working hours. If you enclose a stamped address envelope we can post your prescription to you. You may also arrange for a chemist of your choice to collect your signed prescription from the surgery on your behalf. We also offer a service to order repeat prescriptions online—ask Reception to register for this service.

## **Other Services**

Ante-natal and post-natal care clinics are held here—ask at reception for an appointment

## **Contraception**

Comprehensive confidential advice is available during normal surgery times. Prescriptions for oral contraceptives (the pill) can only be given on attendance with Nurse/GP

## **Cervical Smears Tests**

We prefer to do these ourselves, The Practice Nurse can carry them out. Please inform the Receptionist when you are making your appointment that you will be having a smear test. We will follow the local policy that recommends a repeat smear every three years, unless the cytologist recommends repeating the smear more often, or if you have had a hysterectomy.

This practice uses Liquid Based Cytology. For more information please speak to the nurse or GP. Also available to be done at Conifer House (4th Floor, Wilberforce Health Centre)

## **Vaccinations and immunisations (Practice Nurse)**

Children—Vaccinations take place on Monday, Tuesday & Wednesdays

Adults—Routine vaccinations and travel immunisations are carried out by appointment with the Nurse.

Are you up to date with your tetanus and polio?

## **Flu Vaccinations**

In accordance with the Department of Health guidelines, we recommend an influenza vaccination for patients with chronic heart, lung or kidney disease, diabetes, low immunity, those in residential homes, any one of 65 years of age and any carers.

Please contact the surgery in September/October for details of the vaccination dates, an appointment will then be made or an alternative arranged.

## **Newly registered patients**

We are currently accepting new patients, please ask at Reception for the Registration forms.

## **Non-NHS Examinations**

If you need a special examination for fitness to undertake sport, pre-employment, HGV or elderly drivers, this will be done by special appointment and a fee will be charged.

## **NHS Hull— 111**

**On line: [www.nhs.uk](http://www.nhs.uk)**

This is a 24hr nurse led confidential help line which provides advice and information on:

What to do if you are ill  
Health concerns for you and your family  
Local health Services  
Self Help and support organisations

## **Child Health Surveillance**

With the Doctor: Six Weeks Check.

Childhood vaccinations starting 8 weeks booked with Practice Nurse

For child Health Surveillance clinic appointments, please see the receptionist.

These appointments are long appointments, usually up to half an hour. Therefore it is essential that you should let us know if you are unable to attend.

We think it is important to find any problems there may be with a child's health as early as possible.

### **Well man and well woman clinics**

The surgery has a well person clinic if you wish to attend, please book an appointment with the Practice Nurse

### **Out of hours emergencies**

We provide 24 hour emergency cover. Please contact the surgery number 344265 or Call Hull 111 (free call from landline and mobile) you will be connected with the doctor on call.

### **Patient Confidentiality**

We respect your right to privacy and keep your health information confidential and secure. It is important that the NHS keeps accurate and up-to-date records about your health and treatment so that those treating you can give you the best possible advice and care. This information is only available to those involved in your care and you should never be asked for personal medical information by anyone not involved in your care.

No information will be given to any other member of your family unless you have authorised this.

You have a right to know what information we hold about you. If you would like to see your records, please put this in writing to the Practice Manager.

## **About the practice**

The Practice currently has an open list. The practice serves an area within the Centre/West locality of Hull Teaching Primary Care Trust. New patients should apply to register in person at the surgery, bringing along their medical card. If you are unable to locate your medical card a form will be provided by the receptionist, we also require ID, Driving Licence, passport etc..

Our premises are new and have good wheelchair access. There is also a lift for those who have difficulty with stairs.

Our team consists of 2 part time GPs, 1 Practice Nurse and 1 Health Care Assistant as well as our Practice Manager Wendy Benson and Reception staff.

If the GP or another member of our health care team believed you need hospital treatment or specialist care elsewhere, they will ask you where and when you would like to go. They can book your appointment electronically while you wait.

If you would prefer to have some time to think before deciding where and when to have treatment, you will be offered the option of calling the practice later and we will book your appointment then.

We aim to be courteous at all times and expect our patients to treat our staff in a similar respectful way. We take seriously any threatening, abusive or violent behaviour against any of our staff or patients. If a patient is violent or abusive, they will be warned to stop their behaviour. If they persist, we may exercise our right to take action to have them removed, immediately if necessary, from our list of patients. In extreme cases we may contact the police for assistance.

## **Complaints**

The Wilberforce Surgery aims to give a friendly and professional service to all our patients. However if you have any concerns about any aspect of our service, please let us know. Speak to whom ever you feel most comfortable, your GP, one of the Practice Nurse, our Practice Manager or our Reception Staff will be happy to help.

In the majority of cases, concerns can be resolved quite easily. However, if you feel we have not dealt with the issues you have raised as you wish, you can write to the Complaints Manager Wendy Benson, Wilberforce Surgery, 6-10 Story Street, Hull, HU1 3SA. The PCT also provides a Patient Advice and Liaison Service (PALS) which can often help resolve any problems before they become formal complaints.

To speak to a PALS officer ring (01482) 335409



## **Self treatment of common illnesses and accidents**

Many common aches and pains can be simply treated at home without the need to consult a doctor.

### **Back Pain**

Back pain causes 13 million working days to be lost in Britain each year. The spine being made up of 24 fragile bones and associated cartilage and tendons supports the whole weight of the upper body and therefore it is understandable that it sometimes goes wrong.

Because of the complex nature of the spine it is advisable to consult your doctor if back pain persists for more than a few days. If, as usual the pain has been caused by abuse, i.e. lifting too heavy weights etc, be sensible and take things easy. Take care to sit as upright as possible with support for the small of the back. Take Aspirin or Paracetamol, which will not only relieve the pain but will help to relieve inflammation.

Your doctor may well prescribe stronger drugs, heat treatment, gentle exercise or some kind of supportive corset.

### **Bed Sores**

Bed sores are far easier to prevent than cure. They are caused by prolonged pressure to certain parts of the body when lying in bed for long periods. They can be prevented by encouraging the patient to shift position as often as possible and taking care to smooth out creases in the bottom sheet which could lead to localized irritation. Keep your eyes open for red marks appearing at the pressure points such as heels, elbows, buttocks and hips and if they start to appear, inform the doctor before they get worse

### **Burns**

Apply large quantities of cold water to the affected area as soon as possible and maintain this until the pain subsides. This may take as long as 15 minutes! If the skin is unbroken but blistered, apply a loose, dry dressing. If the burn is larger than 4 or 5 inches in diameter or if the skin is broken, consult the accident and emergency department as soon as possible.

## **Colds**

Even in this day and age there is still no magic cure for the common cold. Go to bed, take plenty drinks. If you have a headache or are feverish, take aspirin or Paracetamol. Do not bother to take any anti-biotics you may have in the house—these will have no effect!

## **Chicken Pox**

On the first day a rash appears as small red patches about 3-4mm across. Within a few hours of these developing, small blisters appear in the centre of these patches. During the next 3 or 4 days further patches will appear and the earlier ones will turn “crusty” and fall off. Oily calamine lotion may be applied to sooth the often severe itching. Cool baths may also help. The most infectious period is from 2 or 3 days before the rash appears and up to five days after this date. Children may return to school as soon as the last “crusts” have dropped off.

## **Minor Cuts & Grazes**

Wash the wound thoroughly with water and a little soap. To stop bleeding apply a clean dry dressing firmly to the wound for about 5 minutes. Cover with a clean dry dressing.

## **Diarrhoea**

In Adults diarrhoea is usually caused by a virus infection and is therefore not possible to be treated directly.

Holiday diarrhoea is often due to a bacteria.

In both the above cases, consult your doctor if the symptoms persist for more than a few days

Diarrhoea in very young children and babies needs careful attention. Most babies have loose bowel action during the first six months due to their pre-dominantly liquid diet. Sudden bouts of usually watery diarrhoea should be treated by taking the baby off solids and feeding it a solution of boiled water with a teaspoon of sugar and half a teaspoon of salt to the pint. If the symptoms persist for more that 24 hours, or are accompanied by vomiting or weakness, consult your doctor

## **Gastroenteritis**

Gastroenteritis describes a group of diseases affecting the stomach or part of the intestine. Symptoms are often diarrhoea, sickness and stomach ache. Due to the lining of the stomach likely being inflamed, medicines are often immediately vomited up.

Large quantities of water, orange juice or thin soup should be taken to counter the effects of dehydration, avoid all dairy products (milk, cheese, eggs etc) Consult your doctor if symptoms persist for more than a day or, in the case of babies and young children, six hours.

## **German Measles (Rubella)**

The rash appears during the first day and usually covers the body, arms and legs in small pink patches about 2-4mm in size and does not itch. No other symptoms are usually present apart from occasional aching joints. It is infectious from 2 days before the rash appears, until the rash disappears in about 4-5 days from that date.

The only danger is to unborn babies, therefore it is important that all contacts are informed in order that anyone who may be pregnant can inform their doctor.

## **Measles**

The rash is blotchy and red and appears on the face and body around the fourth day of illness. It is at its most infectious from 2 or 3 days before the rash appears until 8 or 10 days after that date. If the pain is severe you should consult your doctor

**Immunisation can prevent this disease.**

## **Mumps**

Symptoms are swelling of the glands in front of one or other of the ears. Often followed a couple of days later by swelling in front of the other ear. It is infectious from 2 or 3 days before the swelling appears until 8—10 days after that date. If the pain is severe you should consult your doctor.

## **Nose Bleeds**

Sit in the chair, leaning forward with your mouth open and pinch your nose just below the bone for approximately 10 minutes. By which time the bleeding should have stopped. Avoid hot drinks for 24 hours. If symptoms persist, consult your doctor.

## **Sprains**

Firstly apply a cold compress, containing ice if possible, for 15 to 30 minutes to reduce the swelling. Apply a crepe bandage and give the sprain plenty of rest until all discomfort has subsided. Further strain will inevitably lead to further swelling and a longer recovery period

## **Stomach Ache**

Most attacks are not serious and are usually cause by indigestion or wind. A hot water bottle will often relieve the symptoms and, in the case of indigestion, a teaspoon of bicarbonate of soda in half a glass of water will help. If pain lasts for longer than 8 hours or increases in intensity you should consult your doctor.

## **Sunburn**

Treat as for other burns with cold water to remove the heat. Calamine lotion will relieve the irritation whilst Paracetamol will also help. Children are particularly susceptible to sunburn and great care should be taken to avoid over-exposure to the harmful effects of the sun.

## **Headlice**

These creatures, contrary to popular belief, prefer clean hair and are therefore not a sign or poor personal hygiene. Medicated head lotion can be obtained from the chemist without prescription.

## **Insect bites & stings**

Antihistamine tablets can be obtained from chemists without prescription and will usually relieve most symptoms.

**Note: Bee stings should be scraped away rather than “plucked” in order to avoid squeezing the contents of the venom sac into the wound.**

You can treat many minor ailments such as colds, coughs and indigestion by keeping a well-stocked medicine cabinet at homes. We suggest you keep the following:

Paracetamol and aspirin (children under 16 and people with asthma should not take aspirin)

Mild laxatives

Rehydration mixture

Indigestion remedy (for example, Antacids, Gaviscon)

Travel Sickness tablets

Sunscreen—SPF15 or higher

Sunburn Cream (for example Calamine)

Tweezers and sharp scissors

A thermometer

A selection of plasters, non-absorbent cotton wool, elastic bandages and dressings.

**Remember:**

Keep the medicine chest in a secure, locked place out of the reach of small children.

Always read the instructions and use the suggested dose.

Watch expiry dates—don't keep or use medicines past their sell-by date.

Take all unwanted and out-of-date medicines back to the pharmacy.

**Your local pharmacist**

Your local pharmacist will be able to give you free health advice at any time—you don't need an appointment. Many pharmacies operate extended hours on a rota basis and also provide a service known as Minor Ailments. Call NHS Hull on 111 for details.

**NHS Minor injuries unit**

You can see an experienced nurse for treatment of minor injuries and illnesses, at Bransholme Health Centre, Goodhart Road, Bransholme, HULL, HU7 4DW Tel: 01482 344666

Open: 9am—5pm Monday—Friday

9am—2pm Saturday

**Hull Dental Access Centre**

71-75 Jameson Street

HULL

HU1 3JF

Tel: 01482 336000

**Cottingham Dental Access Centre**

King Street

Cottingham

HU16 5QJ

Tel: 01482 336030

**Accident & Emergency**

Hull Royal Infirmary

Anlaby Road

HULL

HU3 2JZ

Tel: 01482 328541

Whatever the day or time, if you or someone else experiences severe chest pains, loss of blood or suspected broken bones, go to your nearest accident and emergency department or call **999**. Accident and emergency are open 24 hours a day, 365 days a year and can assess serious injuries and provide emergency treatment.

**Patients with particular needs**

The surgery is accessible to patients using a wheelchair. We also have parking spaces outside which are reserved for patients displaying a disabled sticker.



